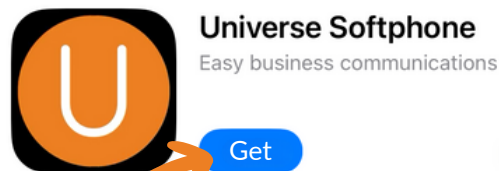


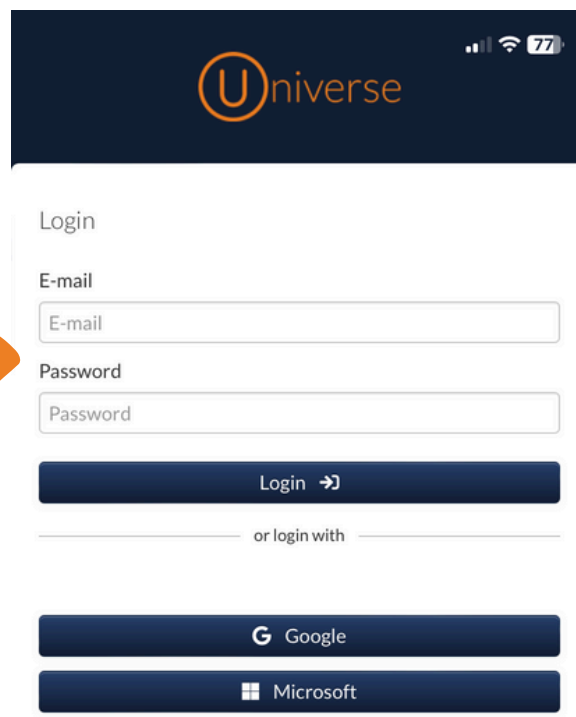
Universe Softphone (iPhone)

1.) Go to the **APP store** on your iPhone and search for “**Universe Softphone**”



2.) Click the “**Get**” button and wait for the application to install to your device

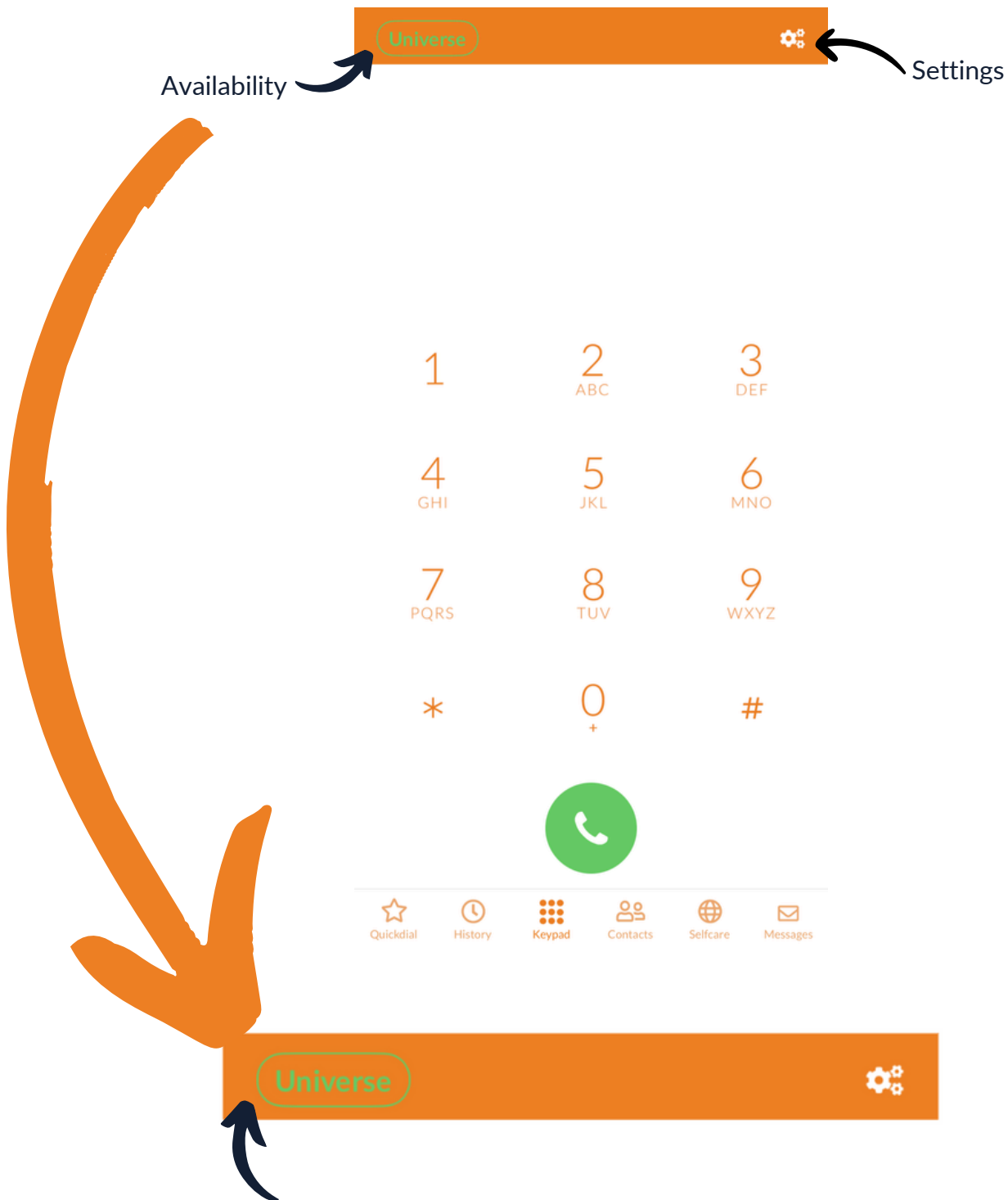
3.) Once installed, launch the Universe Softphone app and the **Login** page will look like the below:



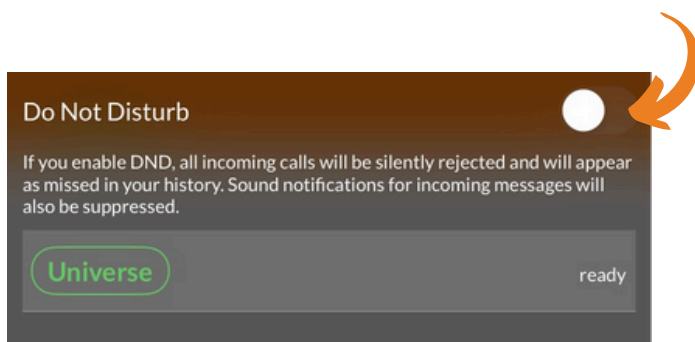
4.) Enter your Universe user **Email** and **Password** and press “**Login**”

Please note If you have **Single sign on** enabled on the Universe web portal then you can select either “**Google**” or “**Microsoft**”

5.) Once logged into the app, you should see this screen showing the **Keypad**:



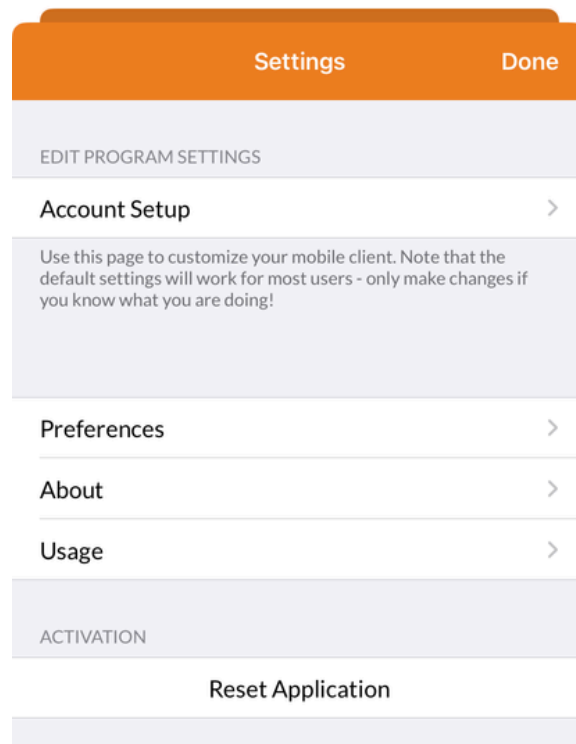
6.) This button on the top left of your screen is used to change your **Availability**, if you click this green button then you will see the next screen which lets you change your availability using the **DND** toggle



7.) Once **DND** is enabled your icon will look like this on the top left

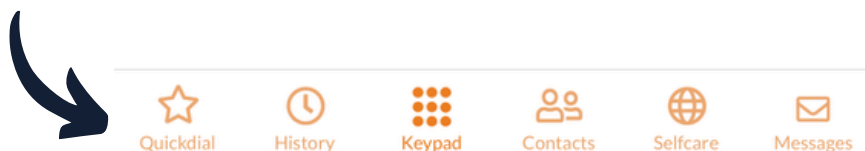


8.) The “**Settings**” cog can also be selected, if you click this button you will see the next screen:

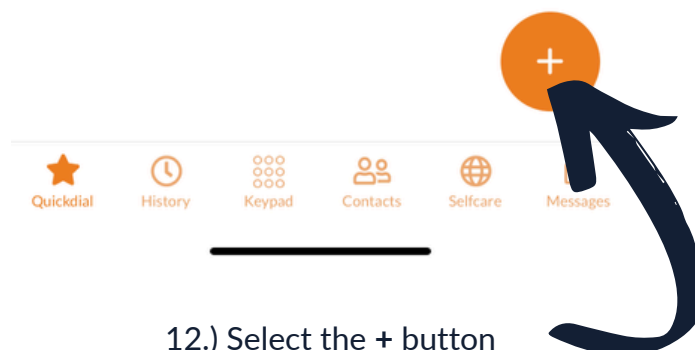


9.) This screen gives you the following options: **Account setup**, **Preferences**, **About** and **Usage**, There is also a **Reset Application** button which will reset and sign you out of the app

10.) You also have a **Toolbar** at the Bottom which gives you access to other features:

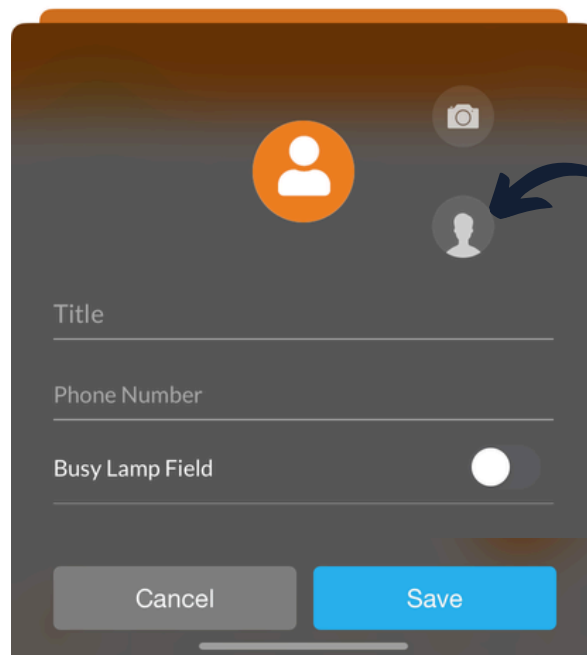


11.) “**Quickdial**” allows you to add your own speed-dial buttons which can be useful for other staff members on your team. To add a quickdial simply click the **Quickdial** button on the bottom of the toolbar



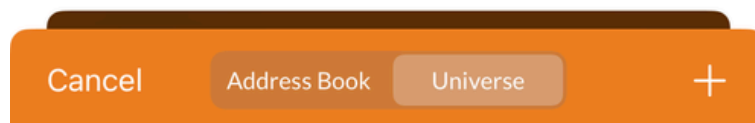
12.) Select the + button

13.) You can either manually enter the person's Title and Phone number and select if you'd like to see the Busy lamp field so you can see if they are available to take a call or not and then press **Save** at the bottom right

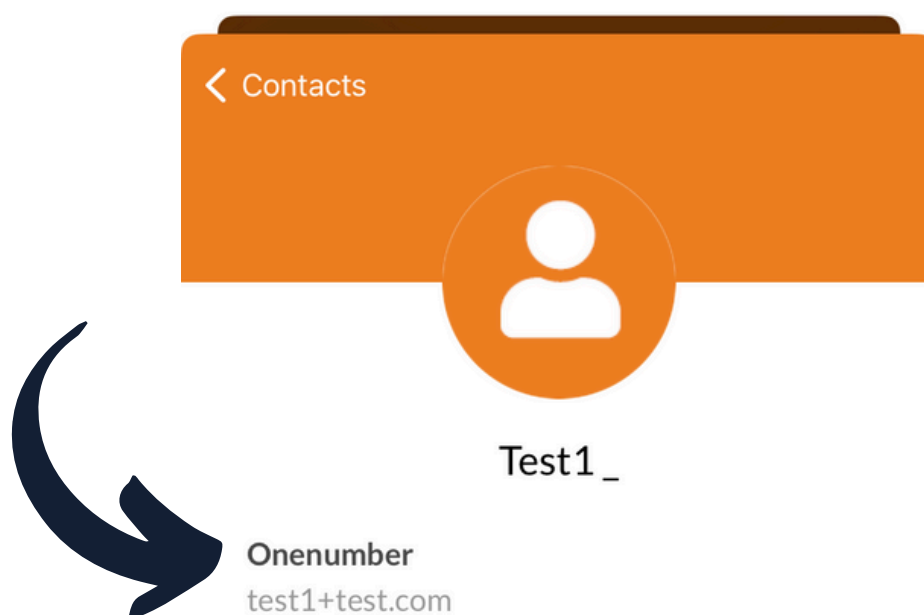
A screenshot of a contact creation form. At the top, there is a large orange circle with a white person icon. To its right are two smaller icons: a camera and a person silhouette. Below these are three input fields: 'Title', 'Phone Number', and 'Busy Lamp Field' with a toggle switch. At the bottom are 'Cancel' and 'Save' buttons.

14.) Or you can select the **Person** icon

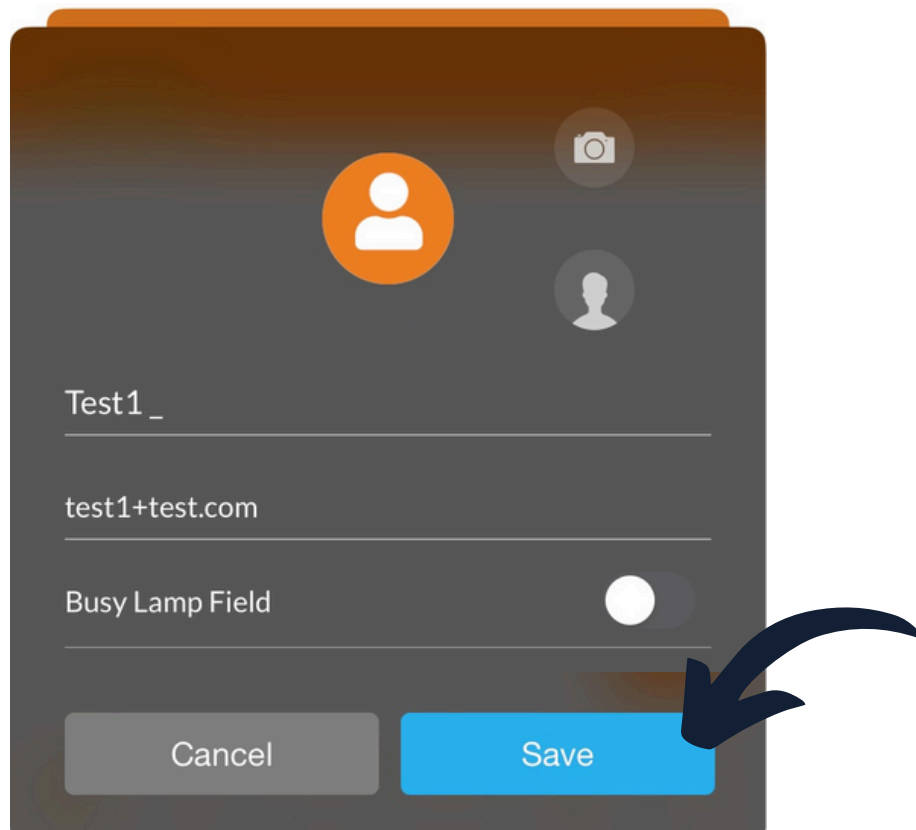
15.) This will allow you to add someone from your device address book or the Universe address book as a Quickdial too

A screenshot of a selection bar with an orange background. It contains four buttons: 'Cancel', 'Address Book', 'Universe', and a plus sign icon.

16.) Simply choose the **Address book** that has the correct contact in, click the contact you would like to add, then click the **Onenumber** button

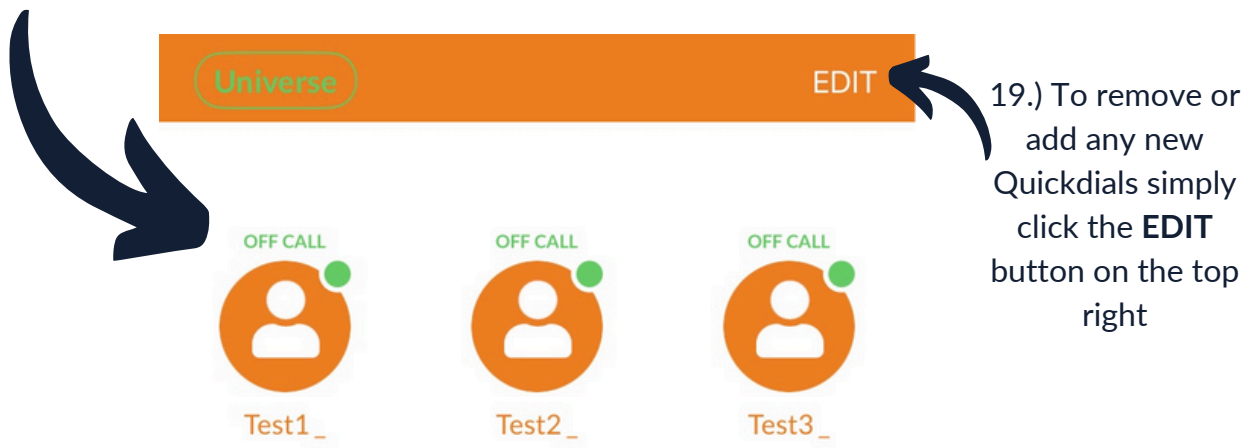
A screenshot of a contact selection screen. At the top is a header bar with a back arrow and the text 'Contacts'. Below it is a large orange circle with a white person icon. Underneath the icon is the text 'Test1_'. A large blue arrow points from the bottom left towards the 'Onenumber' button, which is located below the contact name. The button is labeled 'Onenumber' and 'test1+test.com'.

17.) This will then input like the below example and all you need to do is choose if you'd like the **Busy Lamp Field** key enabled or not and click **Save**



A screenshot of a contact configuration form. At the top, there is a large orange circle with a white person icon. To its right is a camera icon. Below the large icon is a smaller grey circle with a white person icon. The form has three text input fields: the first contains "Test1_", the second contains "test1+test.com", and the third is labeled "Busy Lamp Field" and has a toggle switch to its right. At the bottom, there are two buttons: a grey "Cancel" button and a blue "Save" button. A large blue arrow points from the "Save" button towards the right.

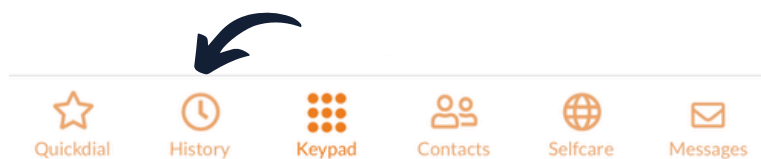
18.) Once added your screen will show similarly to the below with any **Quickdials** and if you have enabled the Busy Lamp field then it will show if they are on a call or not



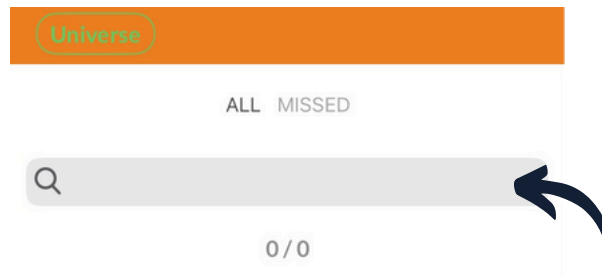
A screenshot of the Quickdials screen. At the top, there is an orange header bar with the word "Universe" in a green rounded rectangle on the left and the word "EDIT" in white on the right. Below the header bar, there are three orange circles, each with a white person icon and a small green dot in the top right corner. Above each circle is the text "OFF CALL" in green. Below each circle is the text "Test1_", "Test2_", and "Test3_" respectively. A large blue arrow points from the "EDIT" button to the "OFF CALL" text. Another large blue arrow points from the "EDIT" button to the "OFF CALL" text.

19.) To remove or add any new Quickdials simply click the **EDIT** button on the top right

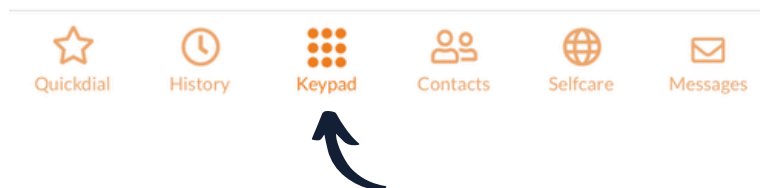
20.) The **"History"** button on the toolbar will allow you to see previous incoming or outgoing calls and also any missed calls



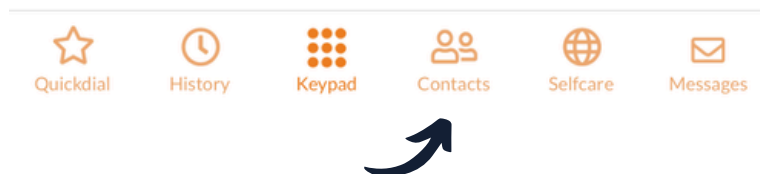
21.) Any calls in your **"History"** will show in the below screen:



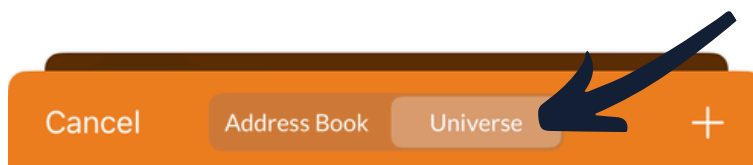
22.) There is also a **Search** bar function if you're looking for a particular number



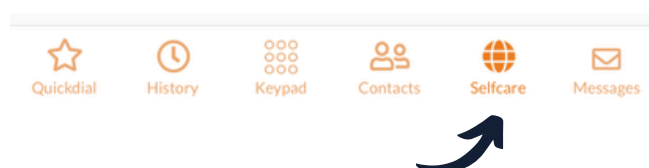
23.) The **"Keypad"** button is the same as what will show when you first open the app



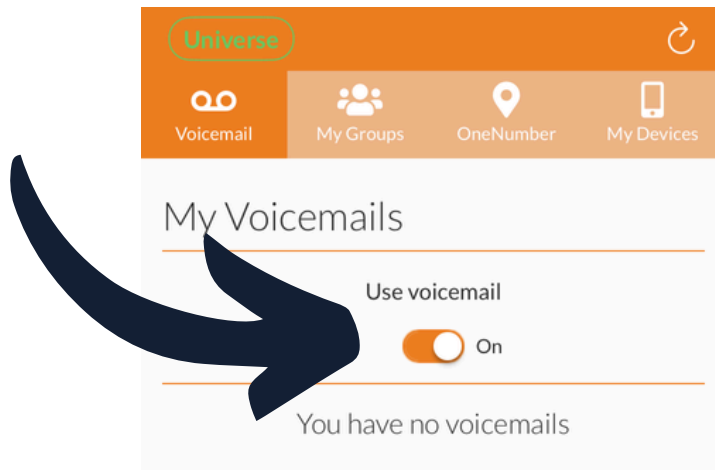
24.) The **"Contacts"** button will allow you to see both your **Device Address book** and your **Universe Address book**, which you can switch from at the top of the screen



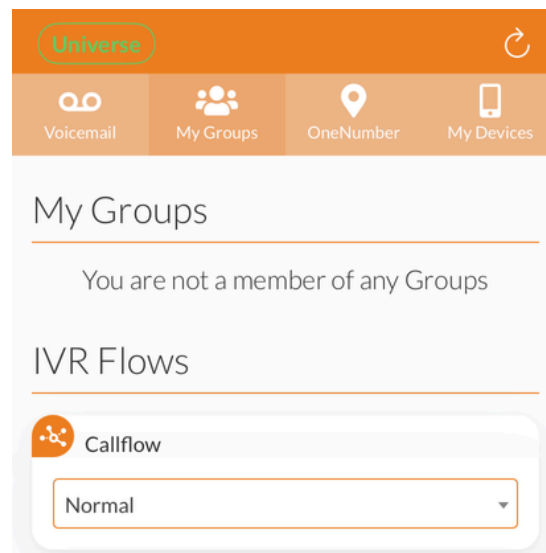
25.) The **"Selfcare"** button on the toolbar gives you a few different options which we will go through below:



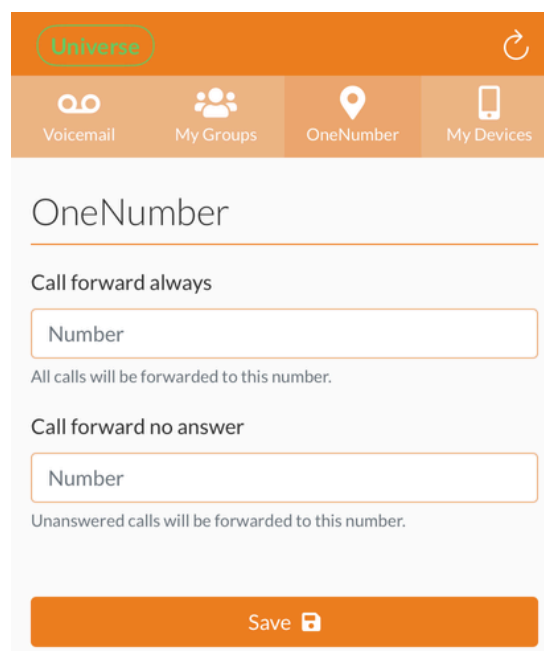
26.) The first section of **Selfcare** is the “**Voicemail**” option which you can turn on and off here and if you have any voicemails that have been left for your user then they will be displayed here



27.) The next section in selfcare is the “**My Groups**” Option, in here you can log in and out of specific groups and you can change the callflow if this has been added to your phone system IVR.



28.) The “**Onenumber**” option allows you to forward your calls to an alternative number either **always** or if theres **no answer**



29.) The last option in selfcare is the **"My Devices"** section, in here you can see all devices associated with your user:

Here you can change the **Call time** before going to voicemail

You can also use the **Part of one number** toggle to log in and out of a device. This can be useful if you are working from home and don't want your handset in the office to ring, just your softphone app on your mobile device

You can change the **Caller ID** here

And you can use the **call forward** feature here too

30.) The last button on the toolbar is the **"Messages"** tool. You can use this to send internal messages to other staff members who also use the softphone app on their mobile device. Any messages will appear here like the example below:

EDIT

Test1_ 13:56

You: This is an example message using the universe Softphone app

If you have any questions or problems regarding voicemails please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk